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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**Patent Application**

Inventor(s) N. Elsey et al.

Case 41698.1036

Serial No. 10/051,998 Examiner J. Choules

Filing Date January 17, 2002 Group Art Unit 2167

Title Technique for Effectively Collecting and Analyzing Data in Providing Information Assistance Services

AMENDMENT

I hereby certify that this paper is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on February 11, 2005.

Alex L. Yip
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Signature

34,759
Registration No.

February 11, 2005
Date of Signature**COMMISSIONER FOR PATENTS
P.O. Box 1450
Alexandria, VA 22313-1450**

Sir:

In response to the Office Action dated January 12, 2005 in the above-identified patent application, applicants hereby amend the application as follows: